

## **Service User Guide**

January 2017

### **Service Delivery Overview**

Following a referral from your care manager we will arrange a day for one of our managers to visit you at a location that's convenient.

The manager will undertake an assessment of your needs, which may include a risk assessment to ensure that work can be undertaken safely in your home, if required moving and handling a risk assessment will also be done to identify any equipment and or handling techniques you may need for care to continue to be provided.

A copy of these assessments and a service delivery plan will be left at your home in order that your support worker can provide the support you need. The support worker will use these documents to record information about the visit and a summary of the tasks carried out, it will also provide information for other workers, family and health professionals etc.

Your service delivery plan will be formally reviewed 4 weeks after the service starts, again after 3 months to establish if the service is meeting your needs or to review any change in your needs. After this your service delivery plan will be reviewed annually. Where the service provision is self funded the manager will carry out the assessment of your needs in your own home to identify the level of support you require.

The support worker will monitor your service delivery plan and if it is felt your needs have changed the support worker will inform the manager for a reassessment of your needs.

In the event of your care worker unable to work due to sickness or training, the manager will let you know of a change in worker in advance as best practicable.

We will leave a file at your home, which includes the following:

- All assessments
- Care manager assessment
- Care plan / care plan summary

- Emergency contact numbers
- Information about any medical condition you may have
- Financial information form
- Concern request form
- Diary notes / section for service user comments

A recording sheet will be left with the care plan pack, this will be used by the care worker to record information for other care workers, relatives and other professionals. Your care plan and risk assessment will be formally reviewed 4 weekly for the first 3 months, then 6 months and then annually. If there are any changes in your care needs it can be reviewed at any time.

**Your Manager is:**

Virginia Pambianchi

Tel: 01792 324800

Office hours are 7am to 8pm, Monday to Thursday and 830am to 4pm Friday.

Out of hour's emergency contact: **07984 162584**

**Our Service**

- Supported Living
- Respite within the family home
- Domiciliary home care services

**In the category within the following group**

- People with learning disabilities
- People with sensory loss
- Physical disabilities
- Older people services

**Personal Care Includes Assistance with:**

- Washing, Bathing, Showering
- Shaving
- Oral hygiene
- Dressing
- Toileting
- Continence care

*Seren Homecare is the trading name of Seren Support Services Ltd (company number 07842022)*

Suite B, Britannic House, Coed D'arcy, Neath, SA10 6JQ

**info@serensupportservices.co.uk | 01792 324800**

- Feeding
- Assistance with medication as set out in the service delivery plan
- Assistants going to and getting up from bed
- Support and supervision in personal tasks

**Practical tasks include:**

- Making / changing beds
- Emptying commodes
- Shopping
- Laundry
- Meals
- Light domestic tasks
- If there are any tasks required that are not listed here please speak with our manager.

**Social tasks include:**

- To support service users in all aspects of social inclusion.
- Encourage links with family members and peer groups.
- Maintain existing relationships with family members and peers.
- To promote social activities.

**What you can expect**

- Our support workers will complete the tasks set out within your care plan.
- Arrive as near as possible to the time allocated for your call, however, if there is a delay we will let you know as quickly as practicable.
- Support staff and representatives from our office will carry photographic ID
- Be polite and professional
- Care staff will arrive at your home wearing a clean and presentable uniform
- Care staff and the company will keep your details confidential at all times.
- Respect your rights and dignity and help promote your independence, this includes listening to your requests and opinions regarding your care.
- Seren Support will respond to your changing needs and will provide a level of care and support that is suitable to meet your individual needs.
- Care staff will be respectful to your home and personal belongings.

### **The Quality of Our Service**

We work hard to ensure you get the best possible care that best suits your needs.

We will ask if we can make regular visits to your home where;

- We can observe our staff delivering your care and support.
- We can discuss your care plan and our service with you to make sure you are satisfied that your needs are met.

You can request a visit from the manager at any time if you have any concerns where we will be happy to visit at your convenience.

We may also ask you to complete a written questionnaire once in a while. These Quality Assurance surveys will help us monitor, review and improve the service, which we provide.

The information within these surveys will be treated with the strictest of confidence and no personal information will be shared externally. We are required to provide a report annually using the information gathered in the questionnaires, which is available on request.

The company will not use outside agency workers, therefore anyone without the appropriate identification should not be allowed to enter your home and we ask you to contact our office if you have any concerns.

### **Compliments, complaints and concerns**

We welcome any compliments, comments or concerns about our service or to discuss how we can improve.

This can be in writing, verbally or over the telephone.

If you have any complaints you can contact the NPT local authority complaints team:

### **Social Services Complaints Team**

Room 265

Port Talbot Civic Centre

SA13 1PJ

Tel: 01639 763445

Fax: 01639 763776

Email: [complaints@npt.gov.uk](mailto:complaints@npt.gov.uk)

### **Should you need to complain?**

If you have reason to complain about our service or staff please follow:

- If you feel it is a minor complaint please telephone our office.
- If you feel it is more serious please put your complaint in writing to the manager.

### **How we deal with your complaint**

- On receipt of your letter we will log all details and date and keep it on file.
- Full details of the investigation and the outcome and any required action would be recorded.
- We will carry out a full investigation of your complaint, which may include us speaking to you and anyone else involved.
- We will keep you informed of details of our findings, any action taken or proposals to resolve your complaint.
- We aim to deal with your complaint / concerns within 14 days in writing.

### **Protection from abuse**

Seren Support Services Ltd is committed to protecting our service users from abuse. We are fully aware of the forms of abuse and the balance of power that can be exerted over service users. As a company working with vulnerable adults we take any form of abuse as a serious matter.

Staff will receive POVA training in order to create awareness to the forms of abuse and the procedure to follow if they should witness abuse or have any reason for concern in relation to a service user.

POVA training for staff will be in the first 6 months of commencing employment and updated annually.

### **Policies and Procedures**

Seren Support Services have an extensive range of policies and procedures in place to set out our company principles, rules and guidelines.

Our policies and procedures are available for our staff and the people who access and use our services to view.

Our policies and procedures are held at the companies registered office. If you would like to view our policies and procedure this request can be made to the registered manager who will arrange a time for you to visit the office.

If there are any specific policies that you would like to review then we can arrange for a copy of this to be left at your home.

Key policies and procedures include;

- Accident and Emergency
- Aims and Objectives
- Code of Practice
- Confidentiality Policy
- Data Protection
- Health and Safety
- Infection Control
- Manual Handling
- Protection of Vulnerable Adults

### **Handling Money**

Care staff will do no financial transactions unless it is part of your identified needs. Any additional support relating to financial support will need to be included within your care plan.

### **Gift and Hospitality**

We feel it is important to maintain a professional approach; therefore the company does not allow staff to accept gifts, money or vouchers. Alternatively positive feedback will be welcomed as a thank you.

### **Bequests in Wills**

Staff are not allowed to accept bequests under Wills, neither are they allowed to act as a witness on Wills or any other legal document.

### **Medication Assistance**

Seren Support Services Ltd staff can provide assistance with medication when identified as part of your care package, however you or a relative must arrange with the pharmacist to have your medication dispensed from the pharmacist. You will also need to arrange for repeat prescriptions where required.

### **Safe Keeping of Keys**

Seren Support Services Ltd does not allow staff to hold keys to your property. You are advised to arrange to have a door entry system or a key safe fitted, these can be arranged through Social Services.

In the event of delay in fitting the systems we will make arrangements at the office to hold the keys as a short-term measure but only with written agreement between you, social services and the company.

### **Accessing a Service Users Home**

A risk assessment will be incorporated into the service delivery plan if there is any risk to the security of the home. Where there are key/alarm codes the code will be changed occasionally, only staff working with the service user will be issued with the code and staff will not disclose the code to anyone other persons. Office staff will have a copy of the code in case of emergencies or failure to enter the property.

In the event of failure to gain entry staff are advised to contact the line manager who will have details of who to contact.

A report will be completed with the care worker and manager and where appropriate the service user will be involved.

In the event of the service user refusing you entry staff must report to the manager immediately.

On leaving the property staff must ensure all doors and windows are secured and any concerns must be reported to your manager immediately.

### **Charges**

If your care is arranged through social services they will inform you if you have to make a contribution towards the service.

If your care package is a private arrangement, you will be charged for the work undertaken by an employee of Seren Support Services Ltd. All rates are inclusive of NI contributions and all other costs unless agreed in writing as an addition to the booking form. All charges are subject to review in writing to you.

Additional Payment for bank holidays may be required, please discuss with the manager.

### **Timesheets**

Staff are required to document the hours they have worked with you on a timesheet, we ask that you sign this sheet each visit where possible.

We will provide a call-monitoring device with your home file for all staff that attend your home to log in and out. This call monitoring service will allow our office support team to track carer visits to ensure staff are arriving promptly for allocated appointment times.

### **Payment**

Privately funded support packages - Payment for the service provided will be itemised on an invoice, which will be issued to you either weekly, 2 weekly or 4 weekly.

Payment is due immediately on receipt of the invoice unless otherwise agreed.

*Support packages funded by Social Services will be invoiced directly to Social Services on behalf of the service user by the agency.*

### **Equipment**

Seren Support Services Ltd will supply the protective gloves and aprons to the support worker. All other equipment will be supplied through social services where required.

### **Temporary Cancellation / Withdrawal of Service**

If you need to cancel one or more visits we require 24 hours' notice otherwise the full charge will be levied.

*Support packages funded by Social Services will be subject to terms and conditions set out by Social Services.*



There may be circumstances where the service may need to be cancelled or withdrawn, however there must be a legitimate reason and it must be in the best interest of all involved to take such action.

Seren Support Services Ltd will endeavour to provide a consistent service, nevertheless there are occasions where a change of care worker is necessary, for example: if a care worker is undertaking training or on holiday or unable to work due to illness.

There may also be a situation where your service requirements change and the existing care worker does not have the physical capacity or specialist training to meet these changing needs. If such a situation should occur you will always be consulted in advance and involved in the decision. You are always at liberty to contact the provider if you feel that a change is necessitated, 1 weeks notice is required for the cancellation of assignment.

Seren Support Services Ltd withholds the right to withdraw services where a worker is/are subject to undue hazard, intimidation, violence or threat, however we will endeavour to resolve the problem and only exercise this if all attempts fail.

The company has ultimate responsibility for the safeguarding, health and safety of its staff.

### **Disclaimer**

It is company policy that staff will always respect and treat your property and possessions with respect, however, in the event that a support worker does not treat your property or possessions with the utmost respect you are advised to speak to the manager. We understand there may be accidental breakages, therefore in the event of accidental damage to property, crockery, clothes, ornaments etc., the company will not accept responsibility therefore we recommend you have insurance cover in place.

### **Record Keeping**

You will be asked for details of your next of kin or representative, which will be held on file.

Care plans will detail specific tasks that the company provide to you and the days our service is required, this will include approximate starting time and duration of visit.

You have a right to inspect all records we hold relating to you, this is in conjunction with Seren Support Services Ltd control and access to records policy and in line with the data protection act.

### **The geographical Area's**

We are currently commissioned to provide services in the following Local Authority areas:

- Neath Port Talbot
- Powys

### **Staffing Structure**

Registered Manager:	Virginia Pambianchi
Responsible Individual:	Virginia Pambianchi
Managing Director:	Nick Pambianchi
Operations Manager:	Jason Kimberley
Employee Relations Manager:	Rachel Davies
Resource Manager:	Avril Truman
Quality Assurance Manager	Charlotte Dalton
Service Development Manager	Judith Kinsey
Intake Manager	Ruth Young

### **Staffing**

As the company expands we intend to increase our deputy and senior posts. It is our intention to promote within the workforce wherever possible.

We aim to have enough bank staff to cover any sickness absence and have the flexibility of part time staff covering holiday and sickness leave.

All support staff will be employees for the company; we will not use agency staff.

We recognise the importance of staff training and development; therefore all staff will receive in-house and external training relevant to their job role.

NVQ/QCF in Health and Social Care Services will be available to levels 2 & 3.

**Contact details**

Office address:

Seren Support Services Limited  
Suite B  
Britannic House  
Llandarcy  
Neath  
SA10 6JQ

Telephone: Main Office **01792 324800**

Office opening hours:

7am- 8pm, Monday to Thursday

830am – 4pm Friday

Email: [info@serensupportservices.co.uk](mailto:info@serensupportservices.co.uk)

**Out of hours contact:**

You can contact the office out of hours on **07984 162584** if:

-You have any concerns regarding the scheduled visits or any concerns regarding your care package.

- If you are unwell we recommend you contact your GP or the NHS help line.

**CSSIW contact details are:**

CSSIW

South West region

Government Buildings

Picton Terrace

Carmarthen

SA31 3BT

0300 7900 126

**Insurance**

Seren Support Services Ltd has a comprehensive insurance policy in place, which provides:

Public Liability cover £5 million

Employers Liability cover £10 million

Malpractice cover £5 million

**If you require this document in a larger print or other format please speak to the manager.**